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I hereby certify that I have caused the documents indicated below to be deposited with the United States Postal Service "Express Mail Post Office to Addressee" under 37 CFR § 1.10 on the date indicated above and are addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231 and mailed on the above Date of Mailing with the above "Express Mail" mailing label number

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Attn: Box PATENT APPLICATION

Assistant Commissioner for Patents

Washington, D.C. 20231

Attorney Docket Number:

4889:70

JC542 U.S. PTO

09/504330

02/14/00

Re: New Utility Patent Application
Applicant(s): Paul H. Leamon
Filing Date: February 14, 2000
Title: **METHOD AND SYSTEM FOR SKILLS-BASED
PLANNING AND SCHEDULING IN A
WORKFORCE CONTACT CENTER
ENVIRONMENT**

Dear Sir:

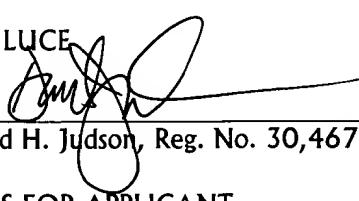
Transmitted herewith for filing are the following:

Specification (33 pp); Claims (6 pp); Abstract (1 p); Informal Drawings (5 sheets)
 Utility Application filing fee (large entity) in the amount of \$1062 (32 total claims; 5 independent claims)
 Declaration and Power of Attorney
 Recordation Form Cover Sheet
 Assignment
 Recordation filing fee in the amount of \$40
 A self-addressed, stamped post card to be returned to sender.

Respectfully submitted,

HUGHES & LUCE

By:


David H. Judson, Reg. No. 30,467

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